

School of Hospitality and Culinary Art
The Neotia University

Course Name	Advanced Communication in Hospitality 2 Lab
Course Code	AE CAP 501
Course Duration	15 weeks
Semester	Fifth
Core/Elective	Core - Communication
Credit Points	2
Weekly Delivery/ Contact Hours	04 Hours per week
Resource Requirements	Class room , AV aids
Class conducted at Building	School of Hospitality and Culinary Art
Prepared by	Ms. Shabnam Jana

Course Description

This course will help our students in improving their Communication Skills. Students will learn to communicate confidently and correctly which actually is essential in Hospitality Industry.

Course Outcomes (COs)/ Learning Outcomes (LOs)

After completion of the semester students will be able to confidently communicate in Hospitality Industry. Students will be able to face Interviews, participate in Debates and Extempore successfully. Students will have developed Soft Skills

Prescribed and Recommended Readings:**Required Textbook(s)**

Recommended Reading(s) How to Win Friends and Influence People – Dale Carnegie; Life Lessons from when I was in a Rock Band - Jonathan Sequeira ; You can win - Shiv Khera; 7 habits of Highly Effective People- Stephen R. Covey

Parameters required from the students: Basic understanding of English language

Advance Communication in Hospitality 2 Lab

Sem-5 Practical

Sl No.	Topic	Hours 60
1	Introduction & Greeting: Self Introduction; Introducing your Partner; Group Introduction	4
2	Using the Telephone Effectively: Telephone etiquette and skills; Do's & Don'ts	4
3	Attitude: Factors affecting attitudes Positive attitude and Negative attitude Steps to build a positive attitude	6
4	CV writing: Difference between CV, Resume, Bio Data; Format of a CV; Do's & Don'ts	4
5	Digital Media: E-Mail Handling, Internet and Social Media Etiquette	4
6	Promotional Posts for Social Media: Importance; Present Trend	4
7	Making a Presentation: Project Presentation, Report writing	4
8	Interpersonal Relations: Introduction to Interpersonal Relations Analysis of different ego states, transactions, strokes and life positions	3
9	Leadership: Definition; Importance; Skills	3
10	Team Dynamics- Co-operation	3
11	Personal Grooming : Presentability; Personal Hygiene	4
12	Customer Service : Definition; Importance; Key Skills for Customer Service	3
13	Debate	4
14	Extempore	4
15	Mock Interview: Importance; the Do's & Don't; Use of body language	6
		60

PRACTICAL MANUAL

School of Hospitality & Culinary Art -The Neotia University

SUBJECT:	SOFT SKILLS	PRACTICAL NO.:	1	Faculty: Shabnam Jana
TOPIC:	INTRODUCTION & GREETING	SEMESTER:	5	HOURS: 3 hrs 45 mns
approved By:				

Learning outcome

Interesting and smart introduction by the students.

Appropriate greetings using positive body language.

Requirements of Resources and equipments for the practical:

Equipment/ Tools /Aids required-

Power Point Presentation

Video clips

<https://www.youtube.com/watch?v=MU8xhYgHT0U> ; <https://www.youtube.com/watch?v=TwZ7LgrPwRO>

Role play

Resources:

METHODOLOGY :

PARTICULARS	TIME	TASK
Hygiene & Grooming Check up	10 minutes	Students have to maintain high standard Hygiene and Grooming as
Briefing	15 minutes	Briefing the students about Introduction, its purpose and the Do's & Don't's; Explaining the Greeting process along with body language
Procedure	2hr 30mins	Each student introduces himself first. They take part in a game where they find out information about at least 2 o They are then supposed to greet a person and introduce himself and his This helps to break the ice and also get to know each other better.
Expected outcome from the practical:	15 minutes	Students learn to introduce themselves in an interesting manner and to
Possible sources of error and Precautions & Protection to be taken	15 minutes	Weak in Conversational English, leading to lack of confidence. Students tend to introduce themselves as if reading out their Bio
Closing	20 minutes	Thanking and greeting everyone. Follow the guidelines for Covid 19 prevention at closure.

Analysis of results & drawing of inferences:

Given some positive feedback the students get encouraged to speak. Most of the students coming from Vernacular backgrounds make them shy to communicate in English. The importance of an impacting introduction once understood, the students improve. The need to increase the vocabulary also has to be driven for better communication.

PRACTICAL MANUAL

School of Hospitality & Culinary Art -The Neotia University

SUBJECT:	SOFT SKILLS	PRACTICAL NO.:	2	Faculty: Shabnam Jana
TOPIC:	Telephone Handling	SEMESTER:	5	HOURS: 3 hrs 45 mns
approved By:				

Learning outcome

Students learn the importance of telephone handling depending upon the purpose.

Requirements of Resources and equipments for the practical:

Equipment/ Tools /Aids required-

Power Point Presentation

Video clips

<https://www.youtube.com/watch?v=O69grhOZcbk> ;<https://www.youtube.com/watch?v=KsDqa3eqvuw>

Dummy telephone

Resources:

METHODOLOGY :

PARTICULARS	TIME	TASK
Hygiene & Grooming Check up	10 minutes	Students have to maintain high standard Hygiene and Grooming as
Briefing	15 minutes	The difference between a conventional mail & email. The advantages & disadvantages. The effect of Social Media, Do's & Don'ts
Procedure	2hr 30mins	Give a demo to the students about telephone handling. The advantages & disadvantages of telephonic conversaion. Do's & Don'ts Students practice the telephone handling in groups.
Expected outcome from the practical:	15 minutes	Students learn the appropriate handling of telephone.
Possible sources of error and Precautions & Protection to be taken	15 minutes	Using improper phrases, wrong salutation, greetings, etc. One needs to understand the importance of telephone hndling as it is the
Closing	20 minutes	Students need to write dialouges on different cases of telephonic Follow the guidelines for Covid 19 prevention at closure.

Analysis of results & drawing of inferences:

Telephonic conversation is the most commonof communication but its very senitive as we have choose the word precisely.

PRACTICAL MANUAL				
SUBJECT:	SOFT SKILLS	MANUAL NO:	3	Faculty: Shabnam Jana
TOPIC:	Attitude: Concepts; Factors affecting Attitude; Positive & Negative Attitude	SEMESTER:	5	HOURS: 3 hours 45 mins approved By:
LEARNING OUTCOME				
The Students understand the Concept of Attitude				
They clearly identify the Positive & Negative Attitudes				
REFERENCES: How to Win Friends and Influence People – Dale Carnegie;		You can win - Shiv Khera; 7 habits of Highly		
Video clips: https://www.youtube.com/watch?v=t1XCzWlYWeA ; https://www.youtube.com/watch?v=m8i8gNAdXi4				

METHODOLOGY :			
PARTICULARS		TIME	TASK
Hygiene & Grooming Check up		15 minutes	Students have to maintain high standard Hygiene and Grooming as
Briefing		30 minutes	Students are briefed about Attitude and the Concepts Factors affecting Attitude Positive Attitude and Negative Attitude
Practical Demonstration		2hr 30 minutes	The Concept of Attitude explained. The factors affecting the attitude explained Videos shown of people with Positive & Negative attitudes and their
Check learning outcom		20 minutes	Students asked questions at the end of the session. They are asked to identify the attitudes of different personalities through videos
Closing		10 minutes	Closing as per SOP
POSSIBLE SOURCES OF ERRORS & RECTIFICATION :			
POSSIBLE ERRORS		RECTIFICATION	
Wrongly interpret the Attitude of people. Factors affecting Attitude is not clearly understood.		A well planned interactive session supported by relevant videos	
Analysis of results & drawing of inferences:			
The class is made interactive by showing various interesting and relevant videos which help the students to learn better.			

PRACTICAL MANUAL

School of Hospitality & Culinary Art -The Neotia University

SUBJECT:	SOFT SKILLS	PRACTICAL NO.:	4	Faculty: Shabnam Jana
TOPIC:	CV WRITING	SEMESTER:	5	HOURS: 3 hours 45 mins
				approved By: Deputy Director

Learning outcome

Students learn the differences between a Bio Data, Resume and Curriculum Vitae.

Students are well equipped to write an impressive CV.

Requirements of Resources and equipments for the practical:

Equipment/ Tools /Aids required-

Power Point Presentation

Video clips

<https://www.youtube.com/watch?v= fp43gcBywU>

Task

Resources

METHODOLOGY :

PARTICULARS	TIME	TASK
Hygiene & Grooming Check up	10 minutes	Students have to maintain high standard Hygiene and Grooming as
Briefing	15 minutes	Difference between a CV, Bio Data and Resume; Importance of each. A personal Marketing document used to sell oneself to a prospective employer
Procedure	2hr 30mins	With the use of PPT the differences between a Bio Data, Resume and Curriculum Vitae are explained. Samples of different CVs are shared. The Do's & Don'ts of CV writing is discussed. Students prepare their CVs for their first job application based on their learning.
Expected outcome from the practical	15 minutes	Students learn to prepare an impressive CV
Possible sources of error and Precautions & Protection to be taken	15 minutes	Incorrect format; Improper Font type and size. Improper used of Block letters, grammar and incorrect spellings. Incomplete
Closing	20 minutes	Students prepare a complete CV.
		Follow the guidelines for Covid 19 prevention at closure.

Analysis of results & drawing of inferences:

The need to know what to put and what not to put in a CV is essential. Some additional information for eg. Objectives, achievements and interests may be included. It should be brief.

PRACTICAL MANUAL

School of Hospitality & Culinary Art -The Neotia University

SUBJECT:	SOFT SKILLS	PRACTICAL NO.:	5	Faculty: Shabnam Jana
TOPIC:	Digital Media: E-Mail Handling , Internet and Social Media Etiquette	SEMESTER:	5	HOURS: 3 hours 45 mins approved By Deputy Director

Learning outcome

Students are able to use the digital media correctly

Students are well equipped to write emails correctly and use internet successfully

Requirements of Resources and equipments for the practical:

Equipment/ Tools /Aids required-

Power Point Presentation

Video clips

Task

Resources

METHODOLOGY :

PARTICULARS	TIME	TASK
Hygiene & Grooming Check up	10 minutes	Students have to maintain high standard Hygiene and Grooming as
Briefing	15 minutes	Students are briefed about writing skills and trends. Using the internet and email. Writing on Social Media, Digital Media
Procedure	2hr 30mins	Using various sample posts , power point presentation students are explained the use of internet. The email writing , etiquettes to be followed on business email writing, social media posts. Using Social media for promotional activities.
Expected outcome from the practical	15 minutes	Students should be confident to use and write on any digital media
Possible sources of error and Precautions & Protection to be taken	15 minutes	Students having faulty grammar and spelling errors; using abbreviations; Proper guidance to improve grammar, spellings and
Closing	20 minutes	Follow the guidelines for Covid 19 prevention at closure.

Analysis of results & drawing of inferences:

With proper guidance and practice students improve on their writing skills.

PRACTICAL MANUAL

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SUBJECT:	SOFT SKILLS	PRACTICAL NO.:	6	Faculty: Shabnam Jana
TOPIC:	Promotional Posts for Social Media: Importance; Present Trend	SEMESTER:	5	HOURS: 3 hours 45 mins
				approved By: Deputy Director

Learning outcome

Students learn the different ways and purposes of using the social media

Students are able to use the social media in more productive and positive way and not getting addicted to it.

Requirements of Resources and equipments for the practical:

Equipment/ Tools /Aids required-

Power Point Presentation

Video clips <https://www.youtube.com/watch?v=97c9Uet7ttY> ; <https://www.youtube.com/watch?v=bM0jokkzxE> ; <https://www.youtube.com/watch?v=exA5j7XvgU4> ;

Task

Resources

METHODOLOGY :

PARTICULARS	TIME	TASK
Hygiene & Grooming Check up	10 minutes	Students have to maintain high standard Hygiene and Grooming as
Briefing	15 minutes	Difference between the various social media platforms and their uses and Present Trends
Procedure	2hr 30mins	With the help of a PPT explaining Social media, its importance in present days, Responsible use of Social media, The Do's & Don'ts of Social media discussed. Students prepare posts based on their learning. The present trend in Social media and using it for promotional activities.
Expected outcome from the practical	15 minutes	Students learn to use social media responsibly and create attractive posts.
Possible sources of error and Precautions & Protection to be taken	15 minutes	Incorrect content; Improper Design, Font type and size. Improper use of information or misleading information. Once explained, the
Closing	20 minutes	Students prepare a promotional post and a professional profile. Follow the guidelines for Covid 19 prevention at closure.

Analysis of results & drawing of inferences:

The need to know what to post and what not to post is essential. Some additional information on marketing trends on social media will be helpful

PRACTICAL MANUAL

School of Hospitality & Culinary Art -The Neotia University

SUBJECT:	COMMUNICATION	PRACTICAL NO.:	7	Faculty: Shabnam Jana
TOPIC:	Making a presentation	SEMESTER:	5	HOURS: 3 hours 45 mins approved By:

Learning outcome

Students learn how to make a ppt.

Students are well equipped to make an professional presentation.

Requirements of Resources and equipments for the practical:

Equipment/ Tools /Aids required-

Power Point Presentation

Video clips

<https://www.youtube.com/watch?v=bE42HTMObtA> ; https://www.youtube.com/watch?v=Vn_bR1AIV-s ; <https://www.youtube.com/watch?v=fACEzzmXelY&t=911s>

Task

Resources:

METHODOLOGY :

PARTICULARS	TIME	TASK
Hygiene & Grooming Check up	10 minutes	Students have to maintain high standard Hygiene and Grooming as
Briefing	15 minutes	Brief the students about the topic,
Procedure	2hr 30mins	With the use of PPT students are taught how to make the ppt, its basics. dos and dont etc.
Expected outcome from the practical	15 minutes	Students learn to prepare an impressive presentation.
Possible sources of error and Precautions & Protection to be taken	15 minutes	Incorrect format; Improper Font type and size. Improper used of Block letters, grammar and incorrect spellings. Incomplete
Closing	20 minutes	Students prepare a ppt given on the topics. Follow the guidelines for Covid 19 prevention at closure.

Analysis of results & drawing of inferences:

The need to know what to put and what not to put in a ppt is essential.

PRACTICAL MANUAL					
SUBJECT:	SOFT SKILLS		MANUAL NO:	8	Faculty: Shabnam Jana
TOPIC:	Interpersonal relations: Transactions; Different Ego States; Strokes & Life Positions		SEMESTER:	5	HOURS: 3 hours 45 mins
					approved By: Deputy Director
LEARNING OUTCOME					
The Students demonstrate their understanding of Interpersonal relations and Ego states through activities					
They clearly explain the significance of Interpersonal Skills in Hospitality industry					
RESOURCES: Projector, Screen & laptop etc.					
REFERENCES: How to Win Friends and Influence People – Dale Carnegie;			You can win - Shiv Khera; 7 habits of Highly		
Video Clips: https://www.youtube.com/watch?v=Ib09GqWP5rY ; https://www.youtube.com/watch?v=nKNyFSLJy6o					
METHODOLOGY :					
PARTICULARS		TIME	TASK		
Hygiene & Grooming Check up		15 minutes	Students have to maintain high standard Hygiene and Grooming as		
Briefing		30 minutes	Students are briefed about Interpersonal Relations and Skills		
			Students are briefed about Analysing different Ego States		
			Students are briefed about Transactions, Strokes and Life Positions		
Practical Demonstration		2hr 30 minutes	Interpersonal Skills explained		
			Different Ego States are Analyzed		
			Transactions; Strokes & Life positions explained through various		
Check learning outcome		20 minutes	Students asked questions at the end of the session. They participate in activities to understand better.		
Closing		10 minutes	Closing as per SOP		
POSSIBLE SOURCES OF ERRORS & RECTIFICATION :					
POSSIBLE ERRORS			RECTIFICATION		
Ego states not understood; Strokes not clear			A well planned interactive session supported by relevant videos and		
Analysis of results & drawing of inferences:					
The class is made interactive by various interesting activities and relevant videos which help the students to learn better.					

PRACTICAL MANUAL				
SUBJECT:	SOFT SKILLS	MANUAL NO:	9	Faculty: Shabnam Jana
TOPIC:	Leadership	SEMESTER:	5	HOURS: 3 hours 45 mins approved By:
LEARNING OUTCOME				
The Students demonstrate Leadership skills through activities				
RESOURCES: Projector, Screen & laptop etc.				
REFERENCES: How to Win Friends and Influence People – Dale Carnegie;		You can win - Shiv Khera; 7 habits of Highly		
Video Clips: https://www.youtube.com/watch?v=DwwBZn5duk8 ; https://www.youtube.com/watch?v=nKdNrtcusNI ;				
METHODOLOGY :				
PARTICULARS		TIME	TASK	
Hygiene & Grooming Check up		15 minutes	Students have to maintain high standard Hygiene and Grooming as	
Briefing		30 minutes	Students are briefed about Leadership Skills Students are briefed about Role of a Leader	
Practical Demonstration		2hr 30 minutes	Leadership Skills explained How to develop the Leadership Skills discussed Various activities and games played to understand Role of a leader	
Check learning outcome		20 minutes	Students asked questions at the end of the session. They are asked to identify Leadership Skills and Work on a project as a team	
Closing		10 minutes	Closing as per SOP	
POSSIBLE SOURCES OF ERRORS & RECTIFICATION :				
POSSIBLE ERRORS			RECTIFICATION	
The Leadership skills remains unclear; Group dynamics not understood			A well planned interactive session supported by relevant videos	
Analysis of results & drawing of inferences:				
The class is made interactive by showing various interesting and relevant videos and games which help the students to learn better.				

PRACTICAL MANUAL				
SUBJECT:	SOFT SKILLS	MANUAL NO:	10	Faculty: Shabnam Jana
TOPIC:	Leadership; Team Building	SEMESTER:	5	HOURS: 3 hours 45 mins approved By:
LEARNING OUTCOME				
The Students demonstrate Team Building through activities				
They present a project in a Team demonstrating Team Building attributes				
REFERENCES: How to Win Friends and Influence People – Dale Carnegie; You can win - Shiv Khera; 7 habits of Highly				
Video Clips: https://www.youtube.com/watch?v=DwwBZn5duk8 ; https://www.youtube.com/watch?v=nKdNrtcusNI ;				
METHODOLOGY :				
	PARTICULARS	TIME	TASK	
	Hygiene & Grooming Check up	15 minutes	Students have to maintain high standard Hygiene and Grooming as	
	Briefing	30 minutes	Students are briefed about Team Students are briefed about Group Dynamics and Team Building	
	Practical Demonstration	2hr 30 minutes	Team Building and Importance of Team explained Various activities and games played to understand Group Dynamics	
	Check learning outcome	20 minutes	Students asked questions at the end of the session. They are asked to identify Leadership Skills and Work on a project as a team	
	Closing	10 minutes	Closing as per SOP	
POSSIBLE SOURCES OF ERRORS & RECTIFICATION :				
	POSSIBLE ERRORS		RECTIFICATION	
	The Leadership skills remains unclear; Group dynamics not understood		A well planned interactive session supported by relevant videos	
Analysis of results & drawing of inferences:				
The class is made interactive by showing various interesting and relevant videos and games which help the students to learn better.				

PRACTICAL MANUAL

Lab Manual

SUBJECT:	Accommodation Operation	Manual No.	11	TEACHER:	Shabnam Jana
TOPIC:	Basic manners and grooming standards required in Hospitality	SEMESTER:	5	Time: 3 hrs 45 minutes	
Resources required:					
	Projector, Screen, PPT				
	Video Clips https://www.youtube.com/watch?v=EU2IE6zhbvQ;				
Learning outcome					
	The students are able to understand the required grooming standards and manners for front office operation and are able to perform it.				
Methodology					
PARTICULARS	TIME	Tasks			
Hygiene & Grooming Check	5 mins	Before entering the lab check the body temperature of each and every			
	10 mins	Check the grooming of the students such as uniform, haircut, shave, nails,			
Briefing	60 mins	With the help of presentation (pictures and videos) brief the students about			
Procedure	45 mins	With the help of video clips and role plays explain them about some of the			
	60 mins	Role plays performed by students so about the basic manners of front office.			
Possible sources of error and precautions requires to be taken	25 mins	Revision of the tasks performed through quiz and asking questions to the students related to it.			
Closing	15 mins	The equipments used during the practical should be santized and kept at			
Analysis of results & drawing of inferences:	Students with proper guidance can be very easily have a well groomed look. This needs to be inculcated right in the begining				

PRACTICAL MANUAL

School of Hospitality & Culinary Art -The Neotia University

SUBJECT:	SOFT SKILLS	PRACTICAL NO.:	12	Faculty: Shabnam Jana
TOPIC:	Customer Service	SEMESTER:	5	HOURS: 3 hours 45 mins
				approved By: Deputy Director

Learning Outcome

Students are able to handle customers and situations correctly

Students handle customers and experience satisfied customers.

Requirements of Resources and equipments for the practical:

Equipment/ Tools /Aids required-

Power Point Presentation

Video clips <https://www.youtube.com/watch?v=dnpMqQt8WY> ; <https://www.youtube.com/watch?v=41tmvGBYu0c> ; <https://www.youtube.com/watch?v=a2ytQ2jLFYY>

Role play

Resources:

METHODOLOGY :

PARTICULARS	TIME	TASK
Hygiene & Grooming Check up	10 minutes	Students have to maintain high standard Hygiene and Grooming as
Briefing	15 minutes	Briefing the students about Customer Service, its importance and the Do's & Don't's
Procedure	2hr 30mins	Explained Customer Service through PPT Explained the importance of External & Internal Customers Retaining a Customer; Customer Satisfaction using videos
Expected outcome from the practical:	15 minutes	Students are able to understand the concept and importance of Customer
Possible sources of error and Precautions & Protection to be taken	15 minutes	Considering only external customer; Internal customers also important is unclear; This is explained through examples and
Closing	20 minutes	Follow the guidelines for Covid 19 prevention at closure.

Analysis of results & drawing of inferences:

Given some positive feedback the students get encouraged to interact. Once students are allowed to interact with strangers they are driven for better communication with increased confidence. Practice recommended.

PRACTICAL MANUAL

School of Hospitality & Culinary Art -The Neotia University

SUBJECT:	SOFT SKILLS	PRACTICAL NO.:	13	Faculty: Shabnam Jana
TOPIC:	Debate	SEMESTER:	5	HOURS: 3 hours 45 mins
				approved By: Deputy Director

Learning outcome

Students participate in debate confidently following all the Do's & Don'ts.

Regular practise is essential.

Requirements of Resources and equipments for the practical:

Equipment/ Tools /Aids required-

Power Point Presentation

Video clips <https://www.youtube.com/watch?v=1zZ4YEuThRw> ; <https://www.youtube.com/watch?v=PvhQ-eNuJ8I> ; <https://www.youtube.com/watch?v=a7U99KApOls>

Role play

Resources:

METHODOLOGY :

PARTICULARS	TIME	TASK
Hygiene & Grooming Check up	10 minutes	Students have to maintain high standard Hygiene and Grooming as
Briefing	15 minutes	Briefing the students about debate, its purpose and the Do's & Don't's
Procedure	2hr 30mins	students are divided in groups and given a topic. They are made to debate on the given topic.
Expected outcome from the practical:	15 minutes	Students learn to speak confidently in an debate, being aware of the Do's
Possible sources of error and Precautions & Protection to be taken	15 minutes	When the topic is not understood; When one jumps in to speak. The Do's and Don'ts of debate is well explained and understood
Closing	20 minutes	Follow the guidelines for Covid 19 prevention at closure.

Analysis of results & drawing of inferences:

Given some positive feedback the students get encouraged to speak. Most of the students coming from Vernacular backgrounds make them shy to communicate in English. The need to increase the vocabulary also has to be driven for better communication with increased confidence. Practice recommended.

PRACTICAL MANUAL

School of Hospitality & Culinary Art -The Neotia University

SUBJECT:	SOFT SKILLS	PRACTICAL NO.:	14	Faculty: Shabnam Jana
TOPIC:	Extempore	SEMESTER:	5	HOURS: 3 hours 45 mins approved By:

Learning outcome

Students participate in Extempore confidently following all the Do's & Don'ts.

Regular practise is essential.

Requirements of Resources and equipments for the practical:

Equipment/ Tools /Aids required-

Power Point Presentation

Video clips

<https://www.youtube.com/watch?v=pojovCe-nkE> ;

Role play

Resources:

METHODOLOGY :

PARTICULARS	TIME	TASK
Hygiene & Grooming Check up	10 minutes	Students have to maintain high standard Hygiene and Grooming as
Briefing	15 minutes	Briefing the students about Extempore, its purpose and the Do's & Don't's
Procedure	2hr 30mins	Each student is given a topic to speak upon. They take part in a role play, where they need to speak for 2 minutes each The topics initially is given to the students based on their area of interest,
Expected outcome from the practical:	15 minutes	Students learn to speak confidently in an Extempore, being aware of the
Possible sources of error and Precautions & Protection to be taken	15 minutes	When the topic is not understood; When one jumps in to speak. The Do's and Don'ts of Extempore is well explained and understood
Closing	20 minutes	Follow the guidelines for Covid 19 prevention at closure.

Analysis of results & drawing of inferences:

Given some positive feedback the students get encouraged to speak. Most of the students coming from Vernacular backgrounds make them shy to communicate in English. The need to increase the vocabulary also has to be driven for better communication with increased confidence. Practice recommended.

PRACTICAL MANUAL

School of Hospitality & Culinary Art -The Neotia University

SUBJECT:	SOFT SKILLS	PRACTICAL NO.:	15	Faculty:
TOPIC:	MOCK INTERVIEW	SEMESTER:	5	HOURS: 3 hours 45 mins approved By:

Learning outcome

Students learn to face an interview confidently and successfully.

They also learn to use their body language positively.

Requirements of Resources and equipments for the practical:

Equipment/ Tools /Aids required-

Power Point Presentation

Video clips

<https://www.youtube.com/watch?v=MU8xhYgHTOU> ; <https://www.youtube.com/watch?v=TwZ7LgrPwR0>

Role play

Resources:

METHODOLOGY :

PARTICULARS	TIME	TASK
Hygiene & Grooming Check up	10 minutes	Students have to maintain high standard Hygiene and Grooming as
Briefing	15 minutes	Mock Interviews - the importance, the Do's & Don'ts, use of body language
Procedure	2hr 30mins	With the help of a PPT the Do's & Don'ts of an Interview are explained. The use of positive body language explained Grooming and professional attires discussed Each student to face an Interview board - comprising of other Faculties.
Expected outcome from the practical:	15 minutes	Students learn to face an interview confidently and successfully.
Possible sources of error and Precautions & Protection to be taken	15 minutes	Getting nervous; Negative body language; Not groomed for the interview - Discussed the errors and the need to rectify
Closing	20 minutes	Give feedback to the students which should be taken constructively. Follow the guidelines for Covid 19 prevention at closure.

Analysis of results & drawing of inferences:

Number of Mock Interviews will help the students to be confident and relaxed to face the real job interviews. Practce recommended. The students need to put in conscious efforts to develop the positive body language.